

Checklist to Return to Vendor

Items that were damaged, shipped incorrectly, or refused must be recorded in the Return to Vendor pages.

Navigation: **Purchasing > Return to Vendor > Maintain Return to Vendor**

1. "Add a New Value" – Enter/Verify Business Unit (BU).
2. Verify that the Return to Vendor ID: = Next.
3. Click Add.
4. If the Return to vendor information was entered on the receiving page, click the Select Receipt hyperlink at the bottom of the page.
5. Enter/Verify Business Unit and BU Recv.
6. Enter the Receipt No.
7. Click Search.
8. Select the item you wish to return to the vendor.
9. Click OK. You will return to the RTV page.
10. Select the Action (Credit, Exchange, or Replace).
11. Select the Disposition (Ship or Destroy).
12. Select the Reason (Damaged Goods, Failed Inspection, Incomplete Shipment, Late Shipment, Early Shipment, Wrong Goods or Service).
13. Click the RTV Details Link to enter the information on the items being returned.
14. Enter the quantity being returned.
15. Ship Qty and Ship Date – Enter the quantity being shipped back to the vendor and the ship date.
16. Click Refresh to refresh the screen with the amount.
17. Click OK to return to the RTV page.
18. Click Save. Note the RTV ID and the Status.